

vox FBA-RB952Ui-5ac2nD-TC Router Installation Guide

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Before You Get Started

- 1. Only install the router once you receive confirmation from us that your line has been activated by the Fibre provider. We'll notify you via email and SMS
- 2. Once you've started the router installation, the session will allow 60 minutes to complete the setup. If, for whatever reason, you get distracted during that time, the session will expire, and you'll need to start the whole process again from scratch.
- 3. Make sure you're connected to the Wi-Fi network called "MikroTik". If the Wi-Fi network is called anything else

BUT "MikroTik" then there could be an issue with the router. Please call our support team for further assistance.

4. We also have a handy video on how to install your router, you can watch it here: https://www.youtube.com/watch?v=qnR8r41toz8

Ready? Let's get started.

CONNECT YOUR MIKROTIK ROUTER

Power it up by plugging in the power supply into the back of MikroTik router.

Link the MikroTik router to the Fibre box using the network cable supplied plug into Port 1.

Link the MikroTik router to the Fibre box using the network cable supplied, plug into Port 1 on both devices (MikroTik is labeled: "Internet/PoE in").



CONNECT YOUR DEVICE TO THE ROUTER

Wi-Fi Option

Firstly, disable your mobile data to begin the router installation. Using your phone or laptop – go to Wi-Fi settings and connect to the Wi-Fi network called "MikroTik".

Cable Option

Plug a network cable into any of the free ports (2-5) on the router and connect it to your PC or Laptop. Go to the following link using a browser like Chrome or Safari:

https://mikrotik.voxtelecom.co.za/customer install



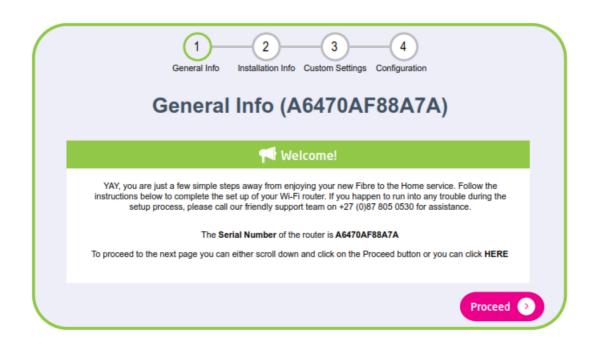
The first screen you will see is the Customer log in screen.

Click on the "Customer Log In" button

NB: IF THE WI-FI NETWORK DISPLAYED IS ANYTHING ELSE BUT "MikroTik" E.G.: HAS NUMBERS AT THE END (MikroTik123***) PLEASE DISCONTINUE THE SET UP AND CALL OUR SUPPORT CENTRE ON 087 805 0530 FOR FURTHER ASSISTANCE

START THE INSTALLATION

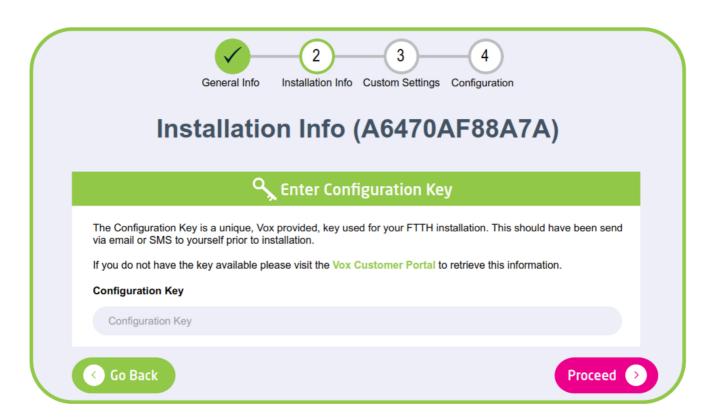
This will connect to the router and display your specific details - click the Proceed button



INSERT CONFIGURATION KEY

You will be prompted for a Configuration Key. Add it and click the Proceed button. The configuration key has been sent to you via email and SMS.

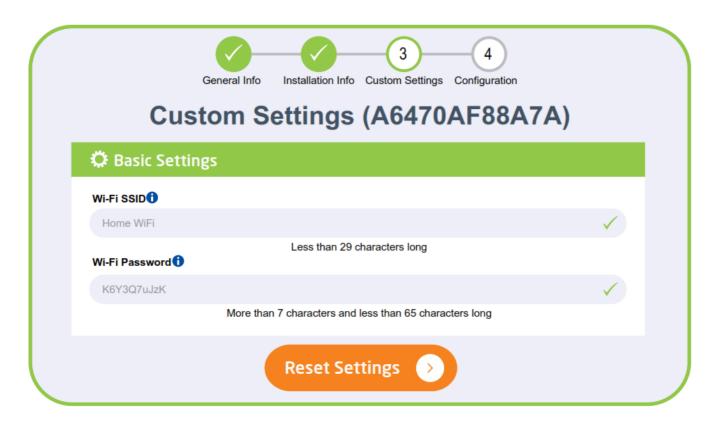
If you can't access the email go to https://customer.vox.co.za/services/connectivity/ to retrieve it (using your mobile number to log in)



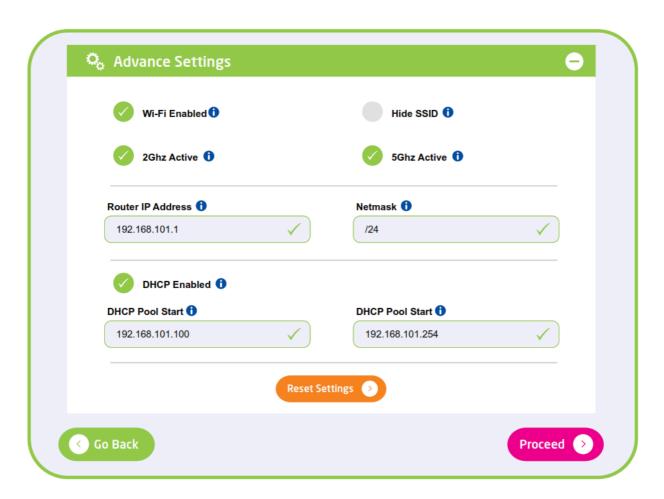
CUSTOM SETTINGS

Name your Wi-Fi network: Enter in a name of choice for your network eg: ABC's House (referred to as Wi-Fi SSID)

Enter a chosen password: This is what you give to your family and friends so that they can use your Wi-Fi

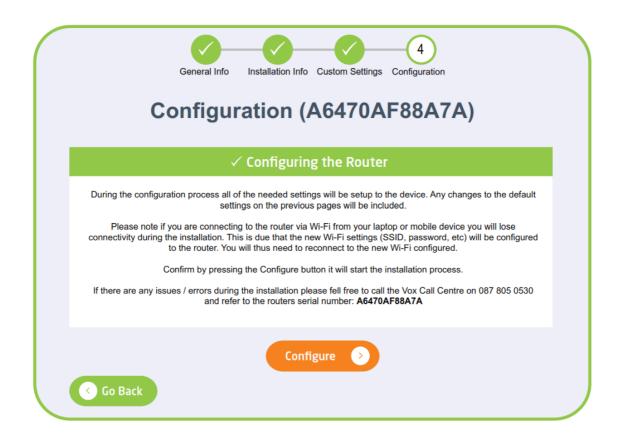


The rest can be left as default, just click the Proceed button **OR** If you are technically minded you can make some changes in the Advanced Settings

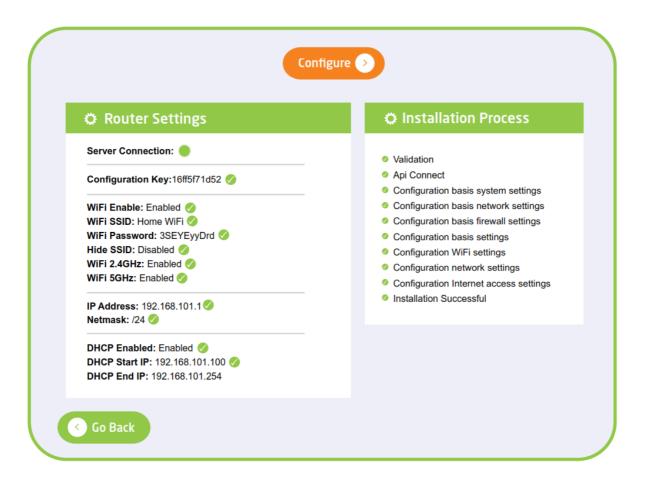


CONFIGURATION

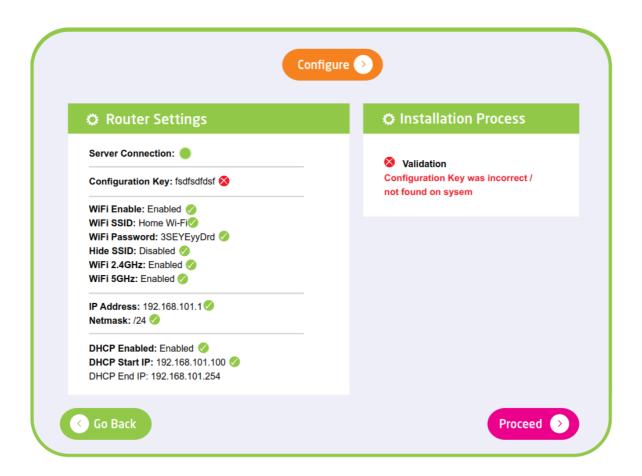
Click the Configure button and the router will auto-magically provision and show the Installation complete screen.



NOTE: There will be a point when you will lose connectivity to the router, allow a few minutes for it to complete installing.

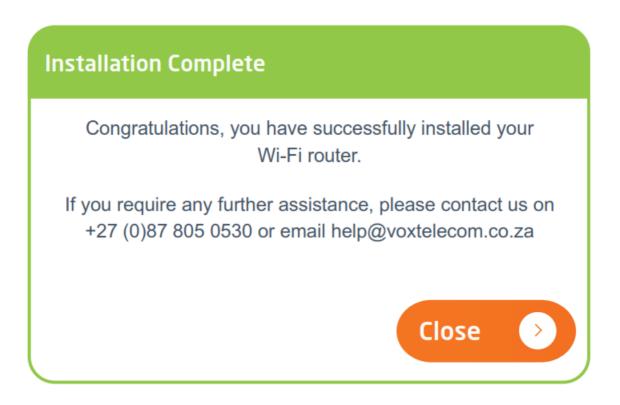


If there are issues, an error message will display.



INSTALLATION COMPLETE

Your router is fully configured and your Fibre is ready to use.



NOTE: If you find areas of your house where you can't get Wi-Fi coverage you may need to boost the Wi-Fi signal. Vox has various Wi-Fi boosting solutions.



If at any time during the setup process you need assistance, please feel free to contact us on **087 805 0530** or email us at help@voxtelecom.co.za



QUICK CONTACTS AND USEFUL LINKS ACCOUNTS

Email: accounts@voxtelecom.co.za

Call: 087 805 3008 **SALES**

Email: ftth@voxtelecom.co.za
Call: 087 805 0990

FIBRE TO THE HOME TERMS AND CONDITIONS

https://www.vox.co.za/fibre/fibre-to-the-home/?prod=HOME

ACCEPTABLE USE POLICY

https://www.vox.co.za/acceptable-use-policy/

Documents / Resources



vox FBA-RB952Ui-5ac2nD-TC Router [pdf] Installation Guide FBA-RB952Ui-5ac2nD-TC Router, FBA-RB952Ui-5ac2nD-TC, Router

References

- Home Vox
- <u>Vox Customer Portal</u>
- Acceptable use policy Vox
- Sibre to the Home Vox

Manuals+,